



# Richard Challoner School

Headmaster: Mr S. Maher BA (Hons.) PGCE

020 8330 5947

[www.richardchalloner.com](http://www.richardchalloner.com)

## Passenger Assistant - Job Description

### Responsible to:

- Head of Learning Support & SEND Inclusion
- Deputy Head of Learning Support & SEND Inclusion

### Internal contacts:

- Other transport staff
- The Learning Support staff
- Pupils
- The wider staff team

### External contacts:

- Parents

### MAIN PURPOSE OF JOB:

- Richard Challoner School is a very successful, well-presented, well-maintained Secondary School
- The Passenger Assistant will work alongside the other members of transport team to ensure our SEND pupils are supported in their journeys to and from school
- You will be the "bridge" between home and school, ensuring every student starts and ends their day in a calm, positive environment

### Main Responsibilities:

#### Student Wellbeing & Care

- **Active Supervision:** Monitor pupils throughout the journey to ensure their physical and emotional comfort
- **Dignity in Transit:** Assist pupils with boarding and alighting, ensuring that those with mobility difficulties are handled with care and respect

#### Safety & Technical Operations

- **Equipment Mastery:** Securely operate wheelchair clamps, floor tracking, and tail lifts in accordance with health and safety training, where required. Training will be provided as necessary
- **Harnessing:** Ensure all specialised seating, including five-point harnesses and booster seats, are correctly fitted before the vehicle moves

***“Doing ordinary things extraordinarily well” – The Venerable Richard Challoner***

- **Emergency Protocol:** In the event of a breakdown or accident, lead the safe evacuation or containment of pupils according to school policy

### **Behaviour Support**

- **Anxiety Reduction:** Use approved de-escalation techniques and a patient, positive approach to manage challenging behavior or "transit anxiety"
- **Consistency:** Follow individual support plans to ensure the pupil experiences the same boundaries on the bus as they do in the classroom

### **General Responsibilities :**

- Good interpersonal and customer service skills, maintain professionalism, display patience and politeness at all times
- Respect confidentiality of staff, pupils, families and visitors and not breach this trust. Any breaches of confidentiality must be reported to the Headmaster immediately
- To operate in line with the ethos, culture, overall aims and policies of the school
- To work flexibly and undertake, when required, other duties associated with supporting the needs of students, as may reasonably be determined by the Head (or their representative) and/or your line manager

### **Child Protection:**

- To be aware of and work in accordance with the School's Child Protection policies and procedures, raising any concerns relating to such procedures which may be noted during the course of duty

### **Safety Awareness :**

- In accordance with Health and Safety regulations the jobholder is required to take reasonable care for the health and safety of themselves and of the persons who may be affected by their activities
- The jobholder must cooperate with the school to enable them to meet their legal duties. This will include awareness of all Health and Safety issues relating to the role including risk assessment, emergency procedures and any additional relevant training. This list is not definitive.

### **Working Relationships :**

- The jobholder will be required to work closely and courteously with colleagues from all departments of the school, visitors and suppliers to support the department's role

**The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed.**

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Sean Maher - Headteacher